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SL Esrock, GB Leichty - Public Relations Review, 2000 - Elsevier

... digital.com) as a final search **tool**. ... maps, search engines, and **interactive** features(ie, e ... that were coded included **customer/customer service**, dealers/retailers ...
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[Visualizing large-scale telecommunication networks and services \(case study\)](#) - [all 11 versions »](#)

EE Koutsofios, SC North, R Truscott, DA Keim - Proceedings of the conference on Visualization'99: ..., 1999 - portal.acm.org

... or network performance from an individual **customer's** viewpoint ... chal- lenging thanfor a single **service**. ... must therefore provide good **interactive** response, avoid ...
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[... apparatus for the development and implementation of an interactive customer service system that is ...](#) - [all 3 versions »](#)

SK Allred, MD Helton, HM Russell, WS Stokes - US Patent 5,765,142, 1998 - freepatentsonline.com

... systems may operate through an **interactive** cable television ... This resultant on-site**Customer Service** system is ... the system and upon the **customer** interaction with ...
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LD Chen, T Sakaguchi, MN Frolick - Information Systems Management, 2000 - informaworld.com

... needs, seek new customers, and enhance **customer service**. ... Airlines capture **customer**data in order to make ... data through fast, consistent, **interactive** access to a ...
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Q Yang, J Wu - Applied Intelligence, 2001 - Springer

... For example, when a new Internet **service** is introduced ... a next action to perform andthe **customer** reports back ... can be divided into the following **interactive** model ...
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[Getting the Most from Your Presence in Cyberspace](#)

GA Marken - Public Relations Quarterly, 1995 - questia.com

... use their Web presence for regular **interactive** "meetings" to ... **Customer service** managerssay that 80% of the **customer** ... reduce the number of **customer** support calls ...
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[Service productivity: Towards understanding the relationship between operational and customer ...](#) - [all 5 versions »](#)

R Johnston, P Jones - International Journal of Productivity and Performance ..., 2004 - ingentaconnect.com

... local and central) being the **customer**, the patient ... plans, star rating systems, **service**agreements, etc. ... again supports a diagnostic not **interactive** approach to ...
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[Unchained value: the new logic of digital business](#) - [all 5 versions »](#)

MJ Cronin - Ubiquity, 2001 - portal.acm.org

... Once the individual **customer** takes an active role managing the information ... At thesame time, the self-**service** aspect of **interactive** profiling allows Web ...
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[... Human Capital or Capitalising on Humanity? Knowledge, Skills and Competencies in Interactive Service ...](#)

P Thompson, C Warhurst, G Callaghan - Managing Knowledge: Critical Investigations of Work and ..., 2000 - books.google.com  
... and shapes them into conscious **tools** for use ... decisions about engaging in **customer service**-with varying ... **Interactive service** work requires the presence of social ...

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The Impact of Internet Use on Business-to-Business Marketing Examples from American and European ... - [all 2 versions »](#)

GJ Avlonitis, DA Karayanni - Industrial Marketing Management, 2000 - Elsevier  
... from cost reductions in sales and **customer service** and from ... and efficiency through its **interactive** use by ... that favors the adoption of **customer**-oriented product ...

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Key authors: [G Avlonitis](#) - [S Esrock](#) - [D Marus](#) - [Y Xu](#) - [L Chen](#)

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